



***District of Columbia***  
***Interagency Council on Homelessness***



***Housing Solutions Committee***  
***September 20, 2021***

# Meeting Agenda



I. Welcome & Call to Order

II. Announcements

III. Discussion

✓ Stay DC (30-40 min)

- Success/Current Expenditures
- Communication/Events
- What's next
- Discussion

✓ Capacity Initiatives (40-50 min)

- Resources Available/Progress update
- Internal Capacity for DHS/DCHA
- Provider Capacity
- Update from T6 on Landlord Initiatives
  - EHV Portal
  - Any landlord questions/feedback

IV. Additional Announcements

V. Adjournment



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# Federal Emergency Rental Assistance Program Overview

Department of Human Services

# Overview

The District has received \$350 million to assist households unable to pay rent and utilities due to the COVID-19 pandemic.

## Use of Funds

- Assistance can be provided for 18 months to ensure housing stability.
- Financial assistance for prospective rent payments is limited to three months at a time up to the 18-month limit.
- Payments are made to landlords or utility companies on behalf of renters but can go to renters if landlords are unresponsive for >5 days
- Landlords are allowed to assist tenants in applying, but tenants must sign the form and receive notice of the application.

# Overview

## Eligibility

- REQUIREMENT #1: One or more individuals within the household has qualified for unemployment benefits or experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due, directly or indirectly, to the COVID-19 outbreak; and
- REQUIREMENT #2: One or more individuals within the household can demonstrate a risk of experiencing homelessness or housing instability; and
- REQUIREMENT #3: The household has a household income at or below 80% of area median income. (*note: >97% of STAY DC approved and funded applications are ≤50% AMI*)

There are no restriction on those who have housing subsidies or those who are undocumented.

## Documentation

- Federal requirements include proof of identity, income, rent, need, and eligibility
- In some cases, self-attestation can be utilized for people missing certain required documents.

# Progress to Date (as of 9/15)

## Assistance provided

- Over \$120m awarded in rental assistance to >20,000 STAY DC applications (>\$50m in the pipeline)
  - Average rent: \$6,074
- Additional funds utilized in other eligible uses such as rapid rehousing
- DC is getting assistance to people who need it faster than the vast majority of states in the US
- Nearly \$7m awarded in utility assistance to over 6,500 applications
  - Average water: \$935
  - Average electric: \$852
  - Average gas: \$472



Ward	%total applications
1	9%
2	4%
3	3%
4	9%
5	13%
6	12%
7	20%
8	29%

# Progress to Date (as of 9/15)

## Additional support

- Customer call center has handled nearly 100,000 calls (average wait time = 24 seconds; average call length = 9 minutes)

## Process Improvements

- By making the use of self-attestation easier and other process improvements, average time to process applications has dropped from 40+ days to ~25 days.

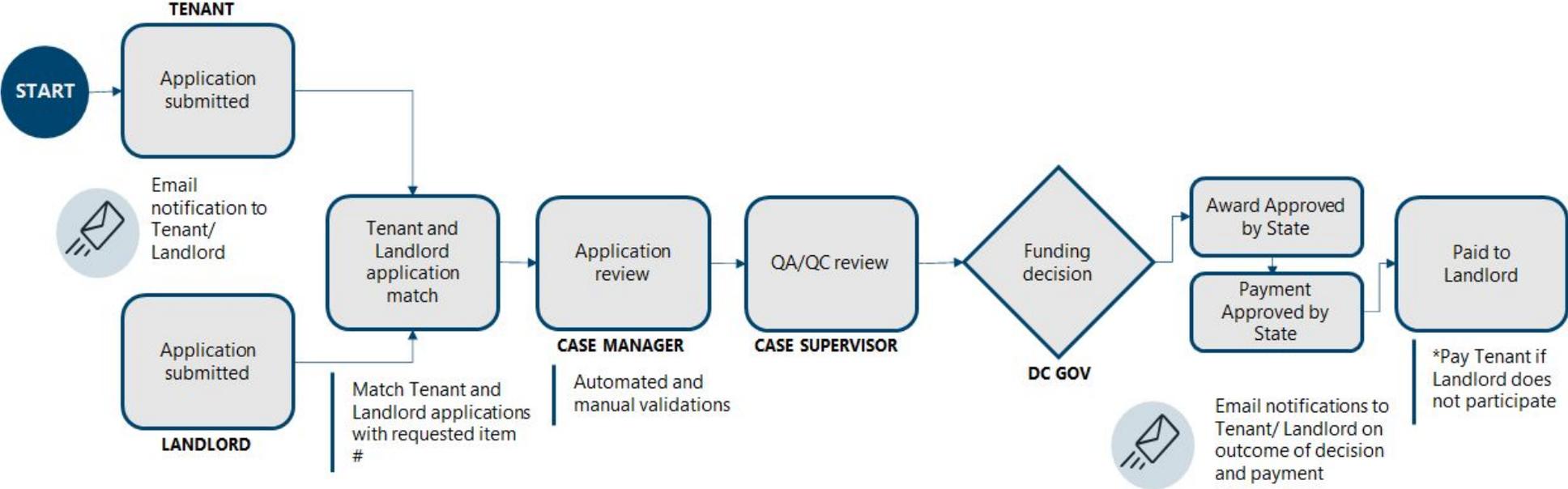
# Next phase

- DC is nation-leading in its program – dollars are getting to those who need it faster than almost anywhere else
- Money is being spent quickly, ***but funds are still available, and people are encouraged to apply ASAP***
- As it becomes clearer when funds will run out (and whether or not additional funds may be made available from the federal government), STAY DC will clearly communicate this to residents in the District
- Additional District programs will be leveraged to continue to provide much needed eviction prevention support whenever possible

# THANK YOU!

# Appendix

# Application Process



## Administration and Prioritization

**Federal Prioritization:** Households below 50% AMI or more than 90 days of unemployment.

**Administration:** The new program will be administered jointly by DHS and DHCD. The District has contracted with Deloitte to quickly build a streamlined application system. Deloitte is also managing a contact center to answer questions about rent assistance.

- you can apply at [stay.dc.gov](https://stay.dc.gov).
- If residents have questions about the program or about how to apply, they should call the program's Contact Center at 833-4-STAYDC or 833-478-2932.
- As an additional resource you can [access our FAQ document here](#).

# Communication and Outreach Plan

- Communication & Outreach:
  - Outreach efforts, led by DMPED and DHCD, include a website, media campaign, and grassroots outreach with trusted community entities.
  - Outreach effort will be ongoing (while funds are available) to ensure residents have the resources they need.

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# Investing in New Permanent Supportive Housing Units and Program Improvements

*Over 3,400 chronically homeless households will have access to a voucher.*

<b>Individuals/Singles</b>	
PSH - Site-Based	71
PSH - Emergency Housing Voucher*	532
PSH - Scattered-Site	1924
<b>TOTAL</b>	<b>2527</b>
<b>Families</b>	
PSH - Site-Based	26
PSH - Emergency Housing Voucher*	175
PSH - Scattered-Site	395
TAH	307
<b>TOTAL</b>	<b>903</b>
<b>Youth</b>	
PSH - Scattered-Site	10
<b>TOTAL</b>	<b>3440</b>

*\*Budget based on original estimated allocation of 707 EHV's; subject to adjustment*



# EHV Updates (as of 9/14/21)

## EHV matches:

- Families: 89
- Singles: 216

## EHV lease ups:

- Singles: 4

## EHV applications submitted:

- Families: 48
- Singles: 133

## EHV applications approved:

- Families: 22
- Individuals: 63

# DCHA EHV Waivers / Operating Requirements



- Operating requirements
  - MOU between DCHA and CoC (DHS and TCP)
  - Applicants are directly referred by CoC
- Restrictions on PHA denial of assistance to EHV Applicant
- Self Certifications
  - Income Verification (Valid up to 60 days from date of eligibility)
    - Use of recently determined income verifications (within last 6 months)
  - Social Security No., Citizenship verification (Valid up to 180 days from date of eligibility)
  - Birthdate and disability status (Valid up to 90 days from date of eligibility)
- Pre-Inspection of Units (viable for 45 days)
- Initial lease term can be less than 12 months
- No restriction on porting

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# Provider Capacity



- ❖ Scaling up is a process and to ensure we are supporting providers, we have hosted focus groups with our PSH providers to understand which supports might be helpful as they scale up.
- ❖ Potential options include:
  - Meet and Lease Events
  - Documentation/ID Events
  - Application Completion Events
  - Hiring Fair & Hiring Workshops (more on the next slide)

GET  
READY...



DEPARTMENT OF HUMAN SERVICES & DEPARTMENT OF EMPLOYMENT SERVICES

**SEPTEMBER 10**  
CANDIDATE  
REGISTRATION **OPENS**

**REGISTER TODAY AT**  
[bit.ly/DHS-DOES-Recruitment](https://bit.ly/DHS-DOES-Recruitment)

**PATHWAYS** TO  
HUMAN SERVICES  
**RECRUITMENT EVENT**

GET  
SET...



**SEPTEMBER 14** RESUME WRITING/INTERVIEW WORKSHOP- **OPTION A**  
[bit.ly/DHS-DOES-CareerWorkshops](https://bit.ly/DHS-DOES-CareerWorkshops)

**SEPTEMBER 16** RESUME WRITING/INTERVIEW WORKSHOP- **OPTION B**  
[bit.ly/DHS-DOES-CareerWorkshops](https://bit.ly/DHS-DOES-CareerWorkshops)

**SEPTEMBER 23** CANDIDATE REGISTRATION **CLOSES**

GO!



**PATHWAYS TO HUMAN SERVICES HIRING EVENT**  
**SEPTEMBER 28, 2021 - OCTOBER 1, 2021**  
10:00 AM - 2:00 PM • **REGISTER TODAY AT** [bit.ly/DHS-DOES-Recruitment](https://bit.ly/DHS-DOES-Recruitment)

**Peer Counselors are encouraged to Apply!**

Residents without access to a computer can visit the Department of Human Services (DHS) Snap E&T office at 2100 MLK Jr. Ave., Suite 300 to attend a Virtual Workshop.

\*MUST REGISTER ONLINE

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# Landlord Initiatives



- ❖ Landlord Initiatives are crucial to the quick lease up of vouchers.
- ❖ As discussed in previous meetings the Landlord Engagement Team is focusing on:
  - The Central Unit Repository/Centralizing Housing Navigation
  - Quarterly Landlord Meetings
  - Monthly Landlord Advisory Group Meetings

# Landlord Engagement - EHV Portal



- ❖ The EHV Portal is another resource to support the CoC in leasing up vouchers as quickly as possible.
- ❖ Similar to the CUR, it allows landlords to submit units to a portal that EHV providers can access to find units for their clients
- ❖ Units are being submitted and approved daily.

# Questions/Feedback



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